

City of Chattanooga, TN
Personnel Class Specification

CLASS CODE 1001

FLSA: Non-Exempt

CLASSIFICATION TITLE: OFFICE ASSISTANT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform routine office and clerical tasks in support of assigned department.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers telephones and greets visitors; provides information and assists public; takes/relays messages; forwards calls as appropriate; may monitor and relay messages and orders using a two-way radio or other electronic system; answers inquiries into department services; assists visitors and directs to appropriate area; distributes forms.

Receives, organizes, tabulates, and/or prepares a variety of data from reports, records, work orders, and related documentation; inputs data into spreadsheets or other programs; generates reports; copies, files, posts, and transmits documents as needed.

Prepares, types, or generates a variety of correspondence, reports, records, purchase and work orders, forms, time cards, correspondence, lists, receipts, purchase orders, and related documentation; processes these as required.

Maintains records, logs, ledgers, and files as needed; retrieves files.

Sorts and distributes incoming mail and facsimiles; prepares and sends outgoing mail, facsimiles, and parcels.

Receives, audits and/or balances any revenue or accounts; totals cash receipts; makes deposits as necessary.

Schedules appointments and reservations; assists in payroll as required.

Obtains prices for parts, supplies, and equipment; processes purchase orders and requisitions; places orders for supplies and materials; performs inventories as needed; prepares for and processes deliveries.

Performs housekeeping and other light duties as necessary.

Assists with special duties, events, and projects as required; verifies data and performs research for department functions.

Runs errands as needed.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by 5 to 11 months previous experience and/or training involving clerical or secretarial work, with some computer experience preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to compile, assemble, copy, record and/or transcribe data according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Human Interaction: Requires the ability to exchange information for the purpose of clarifying details within well established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a variety of reference data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.